

## IN THE CLAIMS

The following is a complete listing of the claims now pending. This listing replaces all earlier versions and listings of the claims.

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Claim 1 (currently amended): A processing method ~~related to return of~~ ordering and returning a used product consumables, which is carried out being performed by an information processing apparatus capable of ~~sending information to~~ communicating with a terminal via a communication network, said method comprising the ~~[[step]]~~ steps of:

transmitting input screens ~~sending information for displaying which~~ contains fields for ordering containing data fields to the terminal for display, allowing a user to input data into the data fields to order a product consumable and for specifying specify the return of ~~[[a]] the used product by a user of the terminal consumable; and~~


transmitting display data, which includes a return rate indicating a ratio of quantities of used consumables returned by the user to consumables shipped to the user, to the terminal for display.

Claim 2 (canceled)

Claim 3 (currently amended): ~~[[The]]~~ A method according to claim 1, wherein, ~~the used product is returned~~ when the ordered product consumable is delivered, ~~if the user has specified the return of the used product~~ the used consumable is returned when specified by the user.

Claim 4 (currently amended): ~~The collection~~ A method according to claim 1, wherein the communication network includes the Internet.

Claims 5-40 (canceled)



Claim 41 (currently amended): A processing method ~~related to return of a used product~~ ordering and returning consumables, which is carried out being performed by an information processing apparatus capable of ~~sending information to~~ communicating with a terminal via a communication network, said method comprising the steps of:

receiving user log-in ~~logged-in~~ information from the terminal,  
reading status information, which includes history information regarding a used consumable returned by a user, related to the return of a used product from a database in accordance with the user log-in ~~logged-in~~ information; and

transmitting data supplying information for displaying, which contains includes ordering information of a product, to the consumable and incentive point information, which is based on the history information regarding the used consumable, to the terminal for display the terminal; and

~~supplying to the terminal information for displaying, which contains the read status information.~~

Claims 42-53 (canceled)

Claim 54 (currently amended): ~~[[The]]~~ A method ~~[[of]]~~ according to claim 41, further comprising ~~[[the]]~~ a step of updating the status information ~~based on~~ in accordance with a notice ~~[[of]]~~ indicating completion of the return of the used ~~product~~ consumable.

Claim 55 (currently amended): ~~[[The]]~~ A method ~~[[of]]~~ according to claim 41, further comprising ~~[[the]]~~ a step of calculating ~~[[an]]~~ the incentive point in accordance with the status information.

Claim 56 (currently amended): ~~[[The]]~~ A method ~~[[of]]~~ according to claim 41, further comprising ~~[[the]]~~ a step of ~~[[planning]]~~ devising a plan ~~[[of]]~~ for the return of the used ~~product~~ consumable.

Claim 57 (currently amended): ~~[[The]]~~ A method ~~[[of]]~~ according to claim 41, wherein the ~~product~~ consumable includes a ~~consumption~~ consumable used by an image forming apparatus.

Claim 58 (currently amended): A processing method ~~related to return~~ of returning a used ~~product~~ consumable, ~~which is carried out using~~ being performed by an information processing apparatus capable of ~~sending information to~~ communicating with a terminal via a communication network, said method comprising the steps of:

receiving user log-in ~~logged-in~~ information from the terminal;

reading result information, which includes history information regarding the used consumable returned by a user of the terminal, ~~relating to the return of a used product~~

from a database in accordance with the ~~logged-in~~ user log-in information, ~~wherein the result~~  
~~information is generated based on the return of two times and more; and~~

~~supplying to the terminal~~ providing information containing incentive point  
data to the terminal for ~~displaying~~ display, ~~which contains the read result information wherein~~  
~~the information processing apparatus determines the incentive point data is based on the~~  
history information.

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